

From: Richard H. Miller
To: Microsoft ATR
Date: 1/3/02 1:31pm
Subject: Microsoft Settlement

Hello:

I am a Microsoft user of many products. Specifically, WindowsXP, WindowsME, OfficeXP . I have been a Microsoft software user since I started using a PC - back in 1991.

I feel that my use of a computer has been greatly enhanced by the Microsoft Operating Systems and other compatible software. I think that it is competitively priced and think that my computing experience would be greatly LESSEned if there was not a company such as Microsoft that offered excellent functionality and compatibility.

The number of software offerings that DO NOT talk to each other (compatibility) would have seriously damaged the business workplace and greatly increased costs.

Microsoft, for all of its faults, which are few in comparison to other large companies - provides Industry Standards so critical to anyone using a PC.

I would like to know what remedies AOL is under in not making their Email and Instant messaging software compatible with the majority of the industry? AOL clearly has the market share in the Online Subscriber area - Where are the "government encouragements" for AOL to join in an industry standard?

The tremendous cost of litigation for Microsoft, The Federal Government, The States should indicate that it is time to close this chapter soon.

It is hard to see how the consumer has been harmed by the invention of

integrated WORKING software that is very competently supported (technically).

Lets get on with productive endeavors - the introduction of new products and the encouragement of innovation and not hamper one of the most successful and profitable AMERICAN companies.

Thank you,